



# STATE OF CONNECTICUT

## DEPARTMENT OF MOTOR VEHICLES

60 State Street, Wethersfield, CT 06161

<http://ct.gov/dmv>



### **Americans with Disabilities Act Policy**

The Department of Motor Vehicles (DMV) is committed to complying with the Americans with Disabilities Act (ADA), a federal law which makes it unlawful to discriminate against a qualified person with a disability. In accordance with the requirements of Title II of the Americans with Disabilities Act, we are also committed to providing reasonable accommodations to qualified persons with disabilities to ensure full and fair participation of employees and the general public in all Department programs, services, and activities.

An accommodation is any change to the work environment, an employment practice or the way things are customarily done to enable a qualified person with a disability to perform the essential functions of a job, and to enjoy equal benefits and privileges of employment, programs, and services. The DMV will make every effort to provide an appropriate, reasonable accommodation to the known physical or mental disability of qualified individuals, unless doing so would fundamentally alter the nature of its programs or services or cause undue hardship. An undue hardship means that a specific accommodation would require significant difficulty or expense.

In situations where an individual has a disability that is not obvious or when it is not apparent how the requested accommodation relates to an individual's disability, the Department may request the individual to provide information related to the functional impairment from a healthcare provider in order to fully and fairly evaluate the accommodations request.

Under the Americans with Disabilities Act, a person with a disability is defined as a person who (1) has a physical or mental impairment that substantially limits one or more major life activities of such individual or; (2) has a record or history of such impairment; (3) is regarded or perceived as having such impairment.

#### **To request an accommodation**

Qualified individuals with a disability who requires an accommodation to perform the essential functions of the job or to obtain access to the employment process should contact their Human Resources liaison at (860) 263-5268.

With regard to requiring an accommodation in order to access DMV's Facilities, programs or services, individuals should contact the Building Superintendent of Facilities at (860) 263-5326. If there is a need for a modification for effective communication to access services offered by DMV, including sign language, interpreters, and documents in Braille, individuals should contact the Office of Diversity, Equity and Inclusion at (860) 263-5264.

Decisions on a request for a reasonable accommodation will be made within fifteen (15) business days of the request, barring extenuating circumstances such as waiting for needed

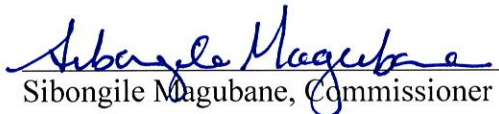
medical information from an individual's health care provider. In such events, the Department will work with the individual to provide temporary measures, if possible.

The Office of Diversity, Equity and Inclusion is responsible for ensuring ADA compliance. This role also includes investigating disability-related discrimination complaints made with regard to programs, services, practices, and employment discrimination. The DEI Office serves as the contact for individuals who have disability-related questions, or concerns.

Individuals who feel that this policy has been violated may file a complaint with the Office of Diversity, Equity and Inclusion, within 30 days of the alleged violation. Complaints should be filed in writing and sent to the Office of Diversity, Equity and Inclusion at 60 State Street, room 236, Wethersfield, CT 06161. The office phone number is (860) 263-5264.

To ensure that this policy is accessible to all employees and the public, it will be distributed throughout the agency and posted on the agency's website and bulletin boards. Upon request, this policy will be made available in alternative formats.

The Department of Motor Vehicles guarantees all employees that retaliatory action of any kind for filing and/or participating in a complaint alleging discrimination will not be tolerated.

  
Sibongile Magubane, Commissioner

5-12-2022  
Date